



<http://cmf.olis.ri.gov>



Comprehensive User Guide

August 2003

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FACILITIES

CENTRAL MESSAGING CENTER

Department of Administration
One Capitol Hill – Ground Floor
Providence, RI 02908-5805
Telephone Number: (401) 222-3819
Fax Number: (401) 222-3151
Supervisor: John Lawler Pager # (401) 786-4007

SERVICES

- ☐ Pickup and deliver interdepartmental mail
- ☐ Pickup outgoing U.S. Mail
- ☐ Deliver incoming U.S. Mail (One Capitol Hill Only)
- ☐ Delivery of incoming mail and packages
- ☐ Metering/Sealing of non-discounted mail

The Central Messaging Center is open daily from 8:00 am to 4:00 pm.

CENTRAL MAIL FACILITY

Rhode Island State Computer Center
1670 Hartford Ave.
Johnston, RI 02919-3237
Telephone Number: (401) 222-2418
Fax Number: (401) 222-3818 or (401) 222-3132
Supervisor: John Harden Pager # (401) 785-5326

SERVICES

- ☐ Metering/Sealing of outgoing U.S. mail
- ☐ Labeling – Utilizing 1-up labeling
- ☐ Tabbing
- ☐ Inserting – Machinable Pieces
- ☐ Folding
- ☐ Bursting

The Central Mail Facility is open daily from 8:30 am to 5:30 pm.

DISASTER RECOVERY SITE

Department of Corrections
Telephone Number: (401) 222-2895

The site consists of an inserter and two hi-speed mailing machines. It is maintained to sustain uninterrupted mail processing in the event of a disaster at the Central Mail Facility in Johnston.

All facilities managed by Thomas M. O'Donnell 222-2895 or numeric pager 763-0965.

GETTING YOUR MAIL READY FOR US

INTERDEPARTMENTAL MAIL

The State's internal mail distribution program provides many state agencies a **postage-free** method of sending interagency mail and correspondence to other agencies serviced by the Central Messenger Center, a summarized list is on pages 14-16. (Same or Next-day delivery is guaranteed for addresses on page 14 & 15 only).

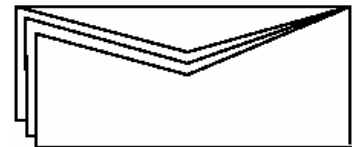


All interdepartmental correspondence should be placed in the brown interoffice envelopes with **ALL** the appropriate information completed. If you have to use regular envelopes write interdepartmental on the top right hand corner of the envelope where the postage normally goes. Make sure you also place it in your interdepartmental bin so it isn't misdirected. Addresses are important! Several departments and/or agencies have offices with the same name, i.e. personnel or purchasing. Make sure that you provide as much information as possible to ensure that your interdepartmental mail is delivered as quickly as possible.

Interdepartmental mail envelopes are designed so that users can reuse them over and over. Make sure to mark out all existing addresses so your intended recipient is the only address showing. The Central Mail Facilities will preprint labels for you if you would like. See page 29 for a form or go to <http://cmf.olis.ri.gov/supplies.htm> . Interdepartmental mail does not require postage; therefore a chargeback card must not be attached.

OUTGOING U.S. MAIL A Central Mail Facilities chargeback card (shown above) should accompany mail that is to be metered for delivery by the United States Postal Service. For fastest processing time, your mail should be sorted according to the following guidelines.

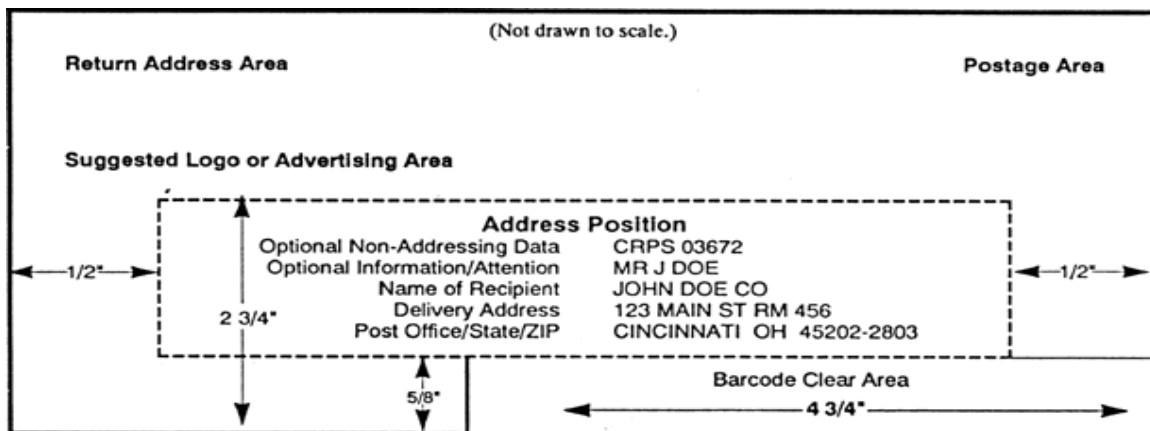
- ❑ Letter-sized envelopes should be bundled with flaps either sealed or interlocking (as shown). Over-stuffed envelopes must always be sealed.
- ❑ **Separate sealed and unsealed mail.**
- ❑ Handwritten letters, flats, and any mail not requiring postage should be bundled separately. For detailed information regarding flats, see page 17.
- ❑ Packages should not be sealed with clear tape but with brown reinforced packing tape, as required by the United States Postal Service.
- ❑ If sealing is needed, layer your envelopes with the flaps open. We can seal envelopes that are closed on top of each other, but do not mix the open and closed envelopes.
- ❑ All mail should be facing the same direction.



The United States Postal Service requires very exact standards which all mail must meet in order to take advantage of discounted rates. Failure to adhere to these standards will cause customers to pay the full-rate for their mail.

ADDRESSING REQUIREMENTS

The picture below is an image that depicts the perfect way to design/address your mail. This format should be used for both machine generated and handwritten mail pieces, for all mail classifications.



WINDOW ENVELOPES

If you are using envelopes that have a window in which the address is to appear, make certain that there are no text, logos, designs or other markings showing through the window.

POSTAGE DISCOUNTS

When prepared correctly, your mail can be sent out at a discounted rate without adding additional delivery time. The process involves an automated sorting process, and gives us a great opportunity to save money for our customers. The Central Mail Facilities now has the capability of discounting handwritten letters, however, the pre-sort process becomes less automated and slows the delivery of these items by one day. Because the mail cannot be automatically machine coded (sorted according to ZIP code), these items must be coded by hand. For this reason, we recommend that whenever possible our customers machine generate (computer, typewriter, label maker) all their addresses.

To take advantage of postage discounts, our mail is sent to the State of Rhode Island's barcode vendor, D3Logic. This vendor sprays a barcode onto the envelopes so that they are pre-sorted according to ZIP code. This process involves a machine called a Multiple Line Optical Character Reader (MLOCR or OCR) that reads the address to determine the destination, and sprays a barcode accordingly. A summarized copy of the contract is provided on pages 30-31 of this guide.

THINGS TO KNOW ABOUT THE OPTICAL CHARACTER READER

The Optical Character Reader does have some limitations, and there are some considerations to remember before sending us your mail. For example, the OCR is limited with regard to the fonts (type-facings) that it can read. In addition:

- ❑ The mail item must not be more than ¼ inch in thickness.
- ❑ The OCR will not read script type fonts, italics, and fonts that are too close together.
- ❑ It will not read underlined text.
- ❑ There must be two spaces between the city and state, and between the state and the ZIP code. Do not use commas or periods.

For more information on the Optical Character Reader, see page 18 of this guide.

GUIDELINES TO ENSURE DISCOUNTS

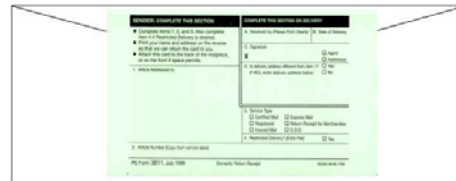
- ❑ Use only the fonts that are listed on page 18 of this guide to ensure that the optical reader will work properly.
- ❑ Do not use punctuation, except for the hyphen in the ZIP+4 codes. See abbreviations appendix on page 24 if necessary.
- ❑ Use correct address formatting. See page 23.
- ❑ When sending flats, do not use metal clasps. See page 17.
- ❑ Make sure the bottom line is the City, State, and ZIP code line.
- ❑ Do not let the letters touch.
- ❑ Do not let other things show in the address window of envelopes, only the complete name, address, city, State and zip code.
- ❑ City, State, and ZIP code are ALWAYS on the same line, no punctuations (except for the hyphen for ZIP+4 codes) and two spaces between each.
- ❑ Do not have any writing below the City, State, and Zip code line, **the OCR reads from the bottom up.**
- ❑ Machine printed or typewritten if possible, uniformly aligned to the left margin.
- ❑ Use black ink on white envelopes when at all possible.
- ❑ Make sure the address is parallel to the bottom of the envelope – not slanted.
- ❑ Do not use bold, italics or underlining on the addresses.
- ❑ When using envelopes, make sure the address appears correctly, and there is no text below the City, State and ZIP code line.
- ❑ **ALL Mail will be delivered to the address directly above City, State, and Zip code line.**

CERTIFIED MAIL (Certified notification now available on the internet)

(Read page 6, a return receipt is not necessarily needed)

(Read pages 8 & 9 for less expensive alternatives)

Pictured below are images depicting the correct way to address certified, return service requested mail pieces. Notice that the certified label is approximately in the upper, middle of the envelope, leaving room on the left for the return address and room on the right for the meter stamp. The return receipt requested mailing piece is attached to the back of the envelope as shown.



The Central Mail Facilities do NOT routinely get the certified pieces “barrel stamped” at the Post Office. Since we mail hundreds of certified mail pieces daily, we can’t take the time to stand in line at the Post Office to get this done. Save your receipt, if there is ever a missing piece, you can still have your piece researched by using the number on your receipt, although the Postal Service will charge a small fee if it does not have a “barrel stamp”. If there is a certified piece that you absolutely must have “barrel stamped”, send someone either to the Providence or Johnston Facility, wait while we meter it for you, and take it to the Post Office yourself. Many agencies already do this for their very important pieces.

This service provides the sender a mailing receipt and online access to the delivery status. A delivery record is maintained by the USPS. This service is available with First-Class Mail and Priority Mail. For an additional fee, it may be combined with Restricted Delivery or Return Receipt. The certified mail fee (in addition to postage) is \$2.30.

With Certified Mail you can be sure your article arrived at its destination with access to online delivery information. When you use Certified Mail, you receive a receipt stamped with the date of mailing. A unique article number allows you to verify delivery online. As an additional security feature, the recipient’s signature is obtained at the time of delivery and a record is maintained by the Post Office.

FOREIGN ADDRESSING

If you have mail going to a foreign country, and you are not sure how to process that mail, call us at 222-2418 for guidance. You can also visit the United States Postal Services International help page online at http://pe.usps.gov/text/imm/immc1_toc.html.

When sending international mail, note that the country name always stands alone on the bottom line:

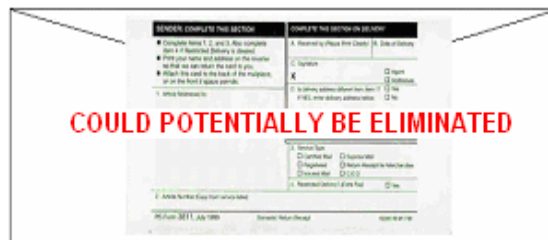
Sample: Mr. John Smith
123 Long Drive
London WIP6HQ
Great Britain

Flag/Highlight (make sure that we can recognize) any foreign mail so that it gets the proper postage amount applied to it.

SENDING CERTIFIED MAIL WITHOUT USING RETURN RECEIPT REQUESTED

We can save you postage for letters/packages that are presently mailed **Certified/Return Receipt Requested** (approximately 300 daily). This will obviously depend upon the various reasons you are sending your letters/packages via this method and upon the level of proof of delivery you require. This savings is possible because the United States Postal Service (USPS) has certified mail information available via the Internet. If you mail letters via this method you should separate them from the letters that have a return receipt to avoid postage errors. Proper certified bar-coded USPS labels must be used (as shown below left) and can be ordered from the Central Mail Facility. We are also researching methods to mail first-class letters via signature confirmation and delivery confirmation. These methods require an extra step but are much less expensive than utilizing the certified-return receipt combination. We are awaiting firm guidance from our postal representative of the USPS rules regarding this issue before we present these other two options to you for statewide use. Pages 8 & 9 have more details of these newer, less expensive, alternatives. **Certified/Return Receipt Requested letters/packages cost a minimum of \$4.42.**

\$.37 for a one-ounce letter. \$2.30 to certify it. \$1.75 for the return receipt.



The \$1.75 postage cost for the return receipt may now be avoided.

With certified mail, delivery confirmation can be obtained via the Internet thus eliminating the need for a return receipt. A hard copy of the proof of delivery can be printed and saved. All that is required is the proper bar-coded label (above left example) and that the letter/package be mailed certified **WITHOUT the return receipt requested**, and you retain the bottom portion of the certified label that has the traceable 20-digit tracking number. From the USPS website, <http://www.usps.com> click the Track & Confirm option located in the red bar at the top of the page, or go directly to: (delivery information should be available 2-3 days after you mail it) <http://www.usps.com/shipping/trackandconfirm.htm?from=global&page=0035trackandconfirm> In the box on the right of the page enter the 20-digit number. As a sample, 7001 1940 0001 9740 1523 can be used and should provide the following information.

Delivery Status

You entered 7001 1940 0001 9740 1523

Your item was delivered at 12:35 pm on May 07, 2003 in JOHNSTON, RI 02919

This page can be printed as your proof of delivery and the cost of your certified letter/package is reduced, **saving \$1.75 per letter/package**. This information is available for six-months on the USPS site, and is available off-line at the main post office for two years. The bar-coded label should be placed in the position as shown in the picture above left so there is enough room for the meter stamp on the top right, which is approximately three inches. Presently, the Central Mail Facility is getting some certified mail pieces returned by the USPS because the meter stamp is unreadable, making the verifying postage process very difficult for them. Because of this, we are forced to have our customer's re-address some certified mail pieces and **essentially pay for the postage twice**. We realize that some return addresses are quite long, but it is more important to cover some of it than to have these items returned.

UNITED STATES POSTAL SERVICE MAIL CLASSIFICATIONS

Plenty of information also available at: <http://www.usps.com>

Anything over 70 pounds can NOT be mailed via the USPS.

Same-Day Bar-coded First-Class Mail

This is the majority of our letter and flat size mail. This mail is metered at low automated postage rates and forwarded to our barcode vendor for processing. Even though we frown upon hand-written mail, it is also eligible for automated postage discounts but it is subject to an extra day to process. **This mail saves the State approximately \$400,000 annually.**

FIRST-CLASS MAIL

First-Class regular mail refers to mail that goes through the mail stream unsorted at the full postage rate (\$.37 for the first ounce). Non-standard sized pieces of mail or non-readable mail is sent First-Class Single Piece. Material weighing over 13-ounces becomes Priority Mail, unless it can qualify as Standard Mail or Package Service.

INTERNATIONAL MAIL

International surface & airmail is available to most countries, however, certain restrictions may apply. If you are sending international mail, contact us to determine the proper classification and documentation.

EXPRESS MAIL (Use only when absolutely necessary)

The Central Mail Facilities maintain a corporate account with the United States Postal Service for all express mail. Utilize the request for supplies on page 28 to order express mail labels and packages that you may require. Express mail is expensive, make sure it is not going to Rhode Island and that you absolutely need it there the next day. **Priority mail normally can be delivered in two days, at one third of the cost of Express.** Therefore, we recommend utilizing that service when at all possible instead of Express Mail.

PRIORITY MAIL

Priority Mail is normally for first-class mail that weighs over 13 ounces. You can send letters via this method as well. There are also flat rate envelopes to fit as much as possible into them. Weight and destination determine postal rates for Priority mail. Priority Mail is a two-three day service between 64 major markets (i.e. Atlanta to Dallas or Chicago to New York). When using Priority Mail, we recommend using priority envelopes that are available at no charge from your local Post Office or us.

REGISTERED MAIL

Registered Mail, the most secure mail the USPS offers, provides added protection for valuable mail. Insurance may be purchased to cover articles valued up to \$25,000. Restricted delivery and return receipt are available for additional fees. Again use this service only when absolutely necessary because it is an expensive service, takes longer for delivery and must be properly packaged to be accepted by the USPS.

DELIVERY CONFIRMATION - Costs \$.55 (in addition to postage)

This service gives you the date, ZIP Code and the time your article was delivered. If delivery was attempted you will get the date and time of attempted delivery. Delivery information is available [online](#) and by phone. It uses the fluorescent green Delivery Confirmation label, PS Form 152. **You can NOT use delivery confirmation for First-Class Letters unless you use boxes like the ones on this web page.** <http://www.windowbook.com/smartdeliverybox/> We are in the process of determining how better to utilize this service statewide for first-class letters. Feel free to get some boxes yourself to reduce the costs associated with sending items certified mail. This is a less expensive alternative.



**Introducing
First-Class
Smart Delivery Boxes™**

You can use Delivery Confirmation with:

- [First-Class Mail® Parcels](#) - Envelopes and small packages weighing 13 ounces or less. Applies only to envelopes measuring 3/4" thick at thickest point or boxes.
- [Priority Mail®](#) - Cost effective delivery in an average of 2-3 days. (Package Services Parcels) - Send small and large packages, envelopes, and tubes. Includes Parcel Post®, Media Mail, Bound Printed Matter, and Library Mail.
- [Standard Mail](#) - Items weighing less than 16 ounces can be sent at discounted presorted and automation rates. Available only for pieces subject to the residual shape surcharge and mailed at the Electronic rate.
- [Parcel Select®](#) - Send large volumes of packages at a discount.

You can use Delivery Confirmation with the following Extra Services:

- [Return Receipt for Merchandise](#) – Provides a mailing receipt and a return receipt with the date of delivery and the recipient's signature.
- [Insured Mail](#) - Insurance against loss or damage for merchandise and gifts.
- [Registered Mail™](#) - Provides maximum security and date of delivery or attempted delivery.
- [Collect on Delivery \(COD\)](#) - Allows the postage and price of an item to be collected from the recipient by the USPS and given to the mailer.
- [Special Handling](#) - Provides preferential handling for fragile or perishable items.
- [Merchandise Return Service](#) - Your customers will appreciate the ability to return merchandise easily at no cost to them. When you have a Merchandise Return permit, you pay the postage and fees for goods sent back to you.
- [Return Receipt](#) - Provides a postcard with the date of delivery and recipient's signature.
- [Restricted Delivery](#) - Confirms that only a specified person (or authorized agent) will receive a piece of mail. Only available with Certified Mail, Insured Mail over \$50, or Registered Mail.

SIGNATURE CONFIRMATION (Verify delivery – and know who accepted your package)

Costs \$1.80 (in addition to postage) (This is equal to the combination of certified mail with return receipt requested, but at a lower cost of 2.05 per envelope/package!)

Get all the benefits of Delivery Confirmation and more. You get an added level of security by requiring a signature from the person who accepts your package. You can get confirmation of delivery – including date, time and location – and you can request to have a letter faxed or mailed to you with a copy of the recipient's signature. If delivery was attempted you will get the date and time of attempted delivery. Delivery information is available [online](#) and by phone. It uses the hot pink Signature Confirmation label, PS Form 153. **You can NOT use signature confirmation for First-Class Letters unless you use boxes like the ones on this web page.** <http://www.windowbook.com/smartdeliverybox/>

We are in the process of determining how better to utilize this service statewide for first-class letters. Feel free to get some boxes yourself to reduce the costs associated with sending items certified mail. This is a less expensive alternative.



**Introducing
First-Class
Smart Delivery Boxes™**

You can add Signature Confirmation to:

- [First-Class Mail® Parcels](#) - Letters, envelopes, and small packages weighing 13 ounces or less.
- [Priority Mail®](#) - Cost effective delivery in an average of 2-3 days.
- [Package Services Parcels - For parcels mailed as Parcel Post, Bound Printed Matter, and Library Mail.](#)
- [Parcel Select](#) - Send large volumes of packages at a discount.
-

You can use Signature Confirmation in combination with the following Extra Services:

- [Insured Mail](#) - Insurance against loss or damage for merchandise and gifts.
- [Registered Mail™](#) - Provides maximum security and date of delivery or attempted delivery.
- [Collect on Delivery \(COD\)](#) - Allows the postage and price of an item to be collected from the recipient by the USPS and given to the mailer.
- [Special Handling](#) - Provides preferential handling for fragile or perishable items.
- [Restricted Delivery](#) - Confirms that only a specified person (or authorized agent) will receive a piece of mail. Only available with Certified Mail, Insured Mail over \$50, or Registered Mail.

CERTIFIED MAIL (Detailed on page 5 & 6)

RETURN RECEIPT (Please note page 6, this is NOT always necessary)

A return receipt is your proof of delivery, and is available for Insured, Certified, Registered, and Domestic Express mail shipments. The return receipt identifies the article number, who signed for it, and the date it was delivered. **You do not need to use a return receipt on all certified and registered mailings.**

INSURED MAIL

By insuring your mail you will be reimbursed for the mail contents if lost or damaged. Insurance can be purchased up to \$500 for third and fourth-class mail. Insurance is also available for merchandise mailed at the Priority Mail or First-Class Mail rates. If you need to send something insured, contact the Central Mail Facility at 222-2418 for more information.

POSTCARDS

Use for cards with the following dimensions:		
Dimension	Minimum	Maximum
Height	3½ inches	4¼ inches
Length*	5 inches	6 inches
Thickness	0.007 inch	0.016 inch

Any item smaller than the minimum dimensions is notailable.

For postcards, like letters, length is the dimension parallel to the address and must be rectangular.

Postcards must be made of unfolded and uncreased card stock.

* Placement of address determines length of piece. Length is dimension parallel to the address as read.

LARGE POSTCARDS

Use for cards over the maximum height or length dimensions of a postcard.

Large postcards are charged the First-Class letter rate of \$0.37. Large postcards, like letters, require an additional \$0.12 nonmachinable surcharge when any one of the following apply:

- ☐ Height exceeds 6-1/8 inches, or
- ☐ Length exceeds 11 ½ inches, or
- ☐ Thickness exceeds ¼ inch, or
- ☐ Length divided by height is less than 1.3 or more than 2.5.
- ☐ Large postcards should be at least .009" thick.

STANDARD MAIL – Mail that weighs less than 16 ounces and generic in nature.

The following are considered **Standard Mail (A)** matter:

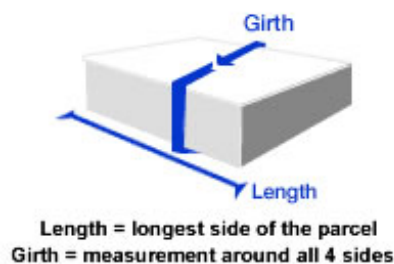
- ☐ Circulars

- ❑ Catalogs
- ❑ Booklets
- ❑ Newsletters
- ❑ Merchandise
- ❑ Product Samples
- ❑ Photographs

Anything heavier than 16 ounces must be mailed as Package Service or Priority Mail.

PACKAGE SERVICE – Consists of media mail, library mail, bound printed matter and parcel post. Examples are:

- ❑ Packages or Parcels
- ❑ Sound Recordings
- ❑ Books
- ❑ Library Materials
- ❑ Merchandise
- ❑ Films
- ❑ Bound Printed Matter
- ❑ Computer Media
- ❑ Video Tapes



Each piece of Package Service mail must not exceed 70 pounds in weight and must not exceed 108" in length and girth combined. Otherwise oversized packages cost applies. Contact the Central Mail Facility for package restrictions and fees.

CENTRAL MAIL FACILITY SERVICES

INSERTING - call ahead for service (222-2418) <http://cmf.olis.ri.gov/inserting.htm>

The Central Mail Facility has three inserters that can insert correspondence and other printed matter into pre-addressed or window envelopes. We offer standard and intelligent inserting services. The intelligent inserter should be used for jobs that consist of multiple and/or variable inserts/forms to be mailed to the same recipient (e.g., Child Support Notices, Human Services Notices). The intelligent inserters utilize OMR marks to accomplish the intelligent inserting function.

Details on OMR marks: <http://cmf.olis.ri.gov/resources/OMR.doc>

Before submitting a request for folding and inserting, we will be glad to examine sample forms and envelopes to ensure that the materials are properly designed to be processed on our automated mail processing systems and are suitable for automation postage discounts. We can also offer suggestions for size and shape requirements to keep your mailing costs as low as possible.

FOLDING - call ahead for service (222-2418)

The Central Mail Facility utilizes an automated high-speed folder with a processing capacity of 8,000 pieces per hour. We can perform Z-Folds, C-Folds (Letter Fold), and Half-Folds on standard 8 ½ by 11, 8 ½ by 17 sheets and various check sizes.

METERING & SEALING

The Central Mail Facility utilizes 6 high-speed automated postage meters with a processing capacity of (up to) 7,000 pieces per hour. After inserting the contents into the envelopes, the mailer must ensure that all envelope flaps within a bundle are all up. An hourly rate will be charged if CMF personnel have to reorient or reorganize the mail so that it can be processed on our metering/sealing equipment. Also, if we have to seal envelopes by hand, an hourly fee will be charged.

RETURN ENVELOPES

If you have a mailing that requires someone to respond, and you are paying the postage for the return mail, the Central Mail Facilities will prepare pre-paid postage return envelopes according to your directions. We can meter the mail with varying rates, and with or without date stamps. Be as complete as possible with your directions for metering.

TABBING - call ahead for service (222-2418)

The Central Mail Facility has a tabbing/labeling machine that can be used to place 1-up labels on postcards, envelopes. It also can tab mail pieces in order to keep them together so they qualify for postal discounts. We can also take a file and create 1-up labels for user agencies.

PERSONAL MAIL

As a courtesy, the Central Mail Facilities will pick up employee's personal mail as long as it has the required postage, and is sealed. There are also Central Mail Facilities mailboxes located on the first floor of the State House, and outside the mailroom at One Capitol Hill. All personal mail is picked up at our facilities along with our processed mail by the United States Postal Service. Keep all personal mail separate from mail that needs processing.

The Central Mail Facilities does not send personal packages with UPS, FedEx, or any other package delivery service.

MAIL SUPPLIES

- ☐ Express Mail
- ☐ Envelopes

- | | |
|--|--|
| <input type="checkbox"/> Registered Mail | <input type="checkbox"/> Stamps |
| <input type="checkbox"/> Certified Mail | <input type="checkbox"/> Labels |
| <input type="checkbox"/> Return Receipts | <input type="checkbox"/> Account Cards |

To order supplies copy page 28 of this guide or order online at:
<http://cmf.olis.ri.gov/supplies.htm>

NON-MAILABLE ITEMS

The United States Postal Service will not accept most non-paper items unless the mailer uses special packages. If you need to mail a non-paper item, call the Central Mail Facility at 222-2418 for assistance.

Do not mail the following items in letter envelopes because they will cause jams or damage the mailing machines. Also, there is a great potential for injury to the personnel operating these machines. Contact us if you have to send these items:

- | | |
|--|--|
| <input type="checkbox"/> Staples | <input type="checkbox"/> Glass Products or Parts |
| <input type="checkbox"/> Paper Clips | <input type="checkbox"/> Product Samples |
| <input type="checkbox"/> Binder Clips | <input type="checkbox"/> Chemicals |
| <input type="checkbox"/> Keys | <input type="checkbox"/> Lapel Pins |
| <input type="checkbox"/> Metal Pieces | <input type="checkbox"/> Buttons |
| <input type="checkbox"/> Compact Disks | <input type="checkbox"/> Writing Pens |
| <input type="checkbox"/> Floppy Disks | <input type="checkbox"/> Any Non-bendable items |

All foreign countries have varying restrictions regarding what type of items may be mailed. Contact us if you need to send non-standard items internationally.

LATE MAIL

If you missed your last scheduled pickup and you need to get some items mailed, you can drop off your mail by 4:00 pm to One Capitol Hill, or by 5:00 pm to 1670 Hartford Ave. However, the mail might have to be sent out at the full rate.

LARGE MAILINGS

In order to provide you with the fastest service, and to insure that we have the proper handling equipment at pickup, we ask that you call the Central Messenger Center at 222-3819 if you have a larger than normal mailing that needs to be picked up.

SUMMARY OF DELIVERY ROUTES

Effective August 4, 2003

Call us at 222-3819 or 222-2418 if you have any questions.

Detailed information available at: <http://cmf.olis.ri.gov/routes.htm>

- Please note on this and the next page are addresses that the Central Messenger Service delivers daily at specific times. You could conceivably send an Interdepartmental letter from your address in the morning and it could be delivered to another address in the afternoon.
- **Please note** the many Departments/Agencies on page 16 that come to our facilities to pickup inter-departmental mail; the Three State Colleges, almost all Departments at the Howard Complex, the Health Department, etc. Use the Inter-Office mail system; utilize this opportunity to earn tremendous postal savings when you do! Extra money in your budget, now that's a refreshing change! \$\$\$

Inter-Office Mail List - Delivered by Central Messenger Service

Department/Agency/Office	Pickup/Delivery Location	Approximate Pickup/Delivery Time(s)
Administration	One Capitol Hill	8:45 AM, 10:30 AM, 1:30 PM, 3:30 PM
Administrative Adjudication Court	345 Harris Ave.	7:15 AM, 9:10 AM & 2:25 PM
Attorney General's Office	150 South Main St.	10:20 AM
Auditor General	1045 North Main St.	1:35 PM
Business Regulation	233 Richmond St.	9:50 AM & 2:00 PM
Channel 36 (Public Television)	111 Dupont St.	10:30 AM
Child Advocate	260 West Exchange St.	8:50 AM
Child Support	77 Dorrance St/110 Eddy Street	1:15 PM
Computer Center	1670 Hartford Ave.	9:45 AM, 11:50 AM, 2:25 PM, 3:00 PM, 3:45 PM, 4:25 PM
Courts	1 Dorrance Plaza	9:30 AM, 1:30 PM & 3:20 PM (Worker's Comp. Court Only)
Courts - Parole Board	1 Centre Place	12:45 PM
Courts - Disciplinary, Arbitration	24 Weybosset St.	11:25 AM & 3:25 PM
Courts - Records Center	5 Hill St.	9:45 AM
Courts - Superior Court	250 Benefit St.	8:30 AM & 2:15 PM
Disabilities Commission	41 CherryDale Court	1:20 PM
D.E.M. - Enforcement	83 Park St.	8:55 AM & 3:30 PM
D.E.M. - Mailroom	235 Promenade St.	8:45 AM, 1:00 PM & 3:40 PM
D.L.T. - Building 69 Administration	Building 69 - Howard Complex	7:00 AM
D.L.T. - Pawtucket	175 Main St.	10:10 AM
D.L.T. - Providence	220 Elmwood Ave.	11:10 AM & 3:15 PM

Department of Motor Vehicles	286 Main St.	8:00 AM & 1:45 PM
Economic Development	One West Exchange St.	8:45 AM
Education	255 Westminster St.	9:05 AM, 1:00 PM & 3:30 PM
Elections, Board of	50 Branch Ave.	1:30 PM
Emergency 911	1951 Smith St.	9:30 AM
Emergency Management	645 New London Ave.	1:10 PM
Fire Marshall	One West Exchange (Quonset)	8:45 AM
Higher Education	301 Promenade St.	1:15 PM
Higher Education (RIHEAA)	560 Jefferson Blvd.	1:55 PM
Historical Heritage Commission	150 Benefit St.	2:35 PM
Human Services - Child Support	77 Dorrance St.	1:15 PM
Human Services - Providence	220 Elmwood Ave.	11:20 AM & 3:15 PM
Judiciary - Transportation	345 Harris Ave.	7:15 AM, 9:10 AM & 2:25 PM
Medical Examiner	48 & 50 Orms St.	12:45 PM & 3:45 PM
Narragansett Bay Commission	1 Service Road	10:00 AM
National Guard	645 New London Ave.	1:10 PM
Public Utilities Commission	89 Jefferson Blvd.	1:35 PM
Registry - Department of Motor Vehicles	286 Main St.	8:00 AM & 1:45 PM
Retirement	40 Fountain St.	7:40 AM, 11:00 AM & 2:55 PM
Rhode Island Public Transit Authority (RIPTA)	265 Melrose St. (2nd Floor - 219)	10:40 AM
R.I. Housing & Mortgage	40 Eddy St.	1:00 PM
Secretary of State	337 Westminster Mall	9:15 AM
Secretary of State - Courts, Water Resources Board	100 North Main St.	10:30 AM
State House	82 Smith St.	10:30 AM & 2:30 PM
State Labs	48 Orms St.	12:45 PM
State Labs - Medical Examiner	48 & 50 Orms St.	12:45 PM & 3:45 PM
State Employees Credit Union	160 Francis St.	12:50 PM
Transportation	2 Capitol Hill	8:35 AM, 12:50 PM & 3:50 PM
Transportation - Emission Control	325 Melrose St.	11:00 AM
Transportation - Maintenance	360 Lincoln Ave.	1:45 PM
Transportation - Capitol Center Project	1 Franklin Square	10:10 AM
Treasury	40 Fountain St.	7:40 AM, 11:00 AM & 2:55 PM
Vocational Rehab	40 Fountain St.	7:40 AM, 11:00 AM & 2:55 PM

The following Departments/Agencies pickup and/or deliver interdepartmental correspondence to our facilities. We do not control the times these agencies arrive, therefore we cannot guarantee next-day service at the below addresses. Notwithstanding the aforementioned, most interdepartmental mail is delivered by the next day.

Department/Agency/Office	Pickup/Delivery Location
ACI - Corrections	35 Howard Ave.
Community College of Rhode Island (CCRI)	All Locations
Courthouse	Kent County
Courthouse	South County
Courthouses	Washington County Newport County
D.C.Y.F.	610 Mount Pleasant Ave.
D.C.Y.F.	All other locations
D.E.M.	120 Promenade St.
D.L.T.	All locations
Health Department	3 Capitol Hill
Human Services	600 New London Ave.
Labor & Training	Howard Complex
Lottery Commission	425 Pontiac Ave.
Mental Health, Retardation & Hospitals (MHRH)	625 New London Ave.
Rhode Island College	All locations
Rhode Island School for the Deaf	Admiral Street
Simpson Hall	625 New London Ave.
State Police	All locations
University of Rhode Island	All locations
Veteran's Home	Metacom Ave., Bristol
Zambarono Hospital	Wallum Lake, Burrville

FLATS (Large Envelopes)

The Central Mail Facility can now save you postage for “flats”. These are primarily the 9” by 12” envelopes, although many other envelope sizes are considered “flats”. If the width exceeds 6 1/8” or the length exceeds 11 1/2” and the piece is still rectangular in shape, it is a flat. The maximum is 9”(W) by 12”(L), weighing no more than 13 ounces, and no thicker than 1/4 inch. There is a potential savings of up to \$.05 per qualified envelope mailed. We estimate we can save an additional \$42,000 statewide annually with good compliance on this issue. This is in addition to the **\$400,000 we save every year** on the regular letter size envelopes.

Some very useful mail preparation information is available at:

<http://www.usps.com/customersguide/pdf/DMM100.pdf>

To be automation compatible and eligible for postage savings:

- The flat envelope must **NOT** have any **CLASPS** on it. The machines won’t process them.
- The flat envelope **MUST NOT** be glossy or tyvek.
- The preferred flat envelopes are light brown/gold or white in color, WITHOUT CLASPS, and can be found on MPA’s or from many other sources that State Agencies order from.
- An inexpensive 9” by 12” flat envelope is contained in Master Price Agreement # 105 with W.B. Mason, item # 101. It is on page 15 of the following document, which is only effective until 10/31/2003. <http://www.purchasing.state.ri.us/MPAs/105Part1.pdf> **A quantity of 250 is only \$2.00!** We have provided some of you with 250 flat envelopes to get you started.
- Most other flat envelopes are \$.05 - \$.15. **At less than \$.01 each, this is an incredible deal!!**
- The flats should be sealed. Oftentimes, people stuff these flats too much and our machines can’t seal them. Also, you want to avoid the loss of contents during the transportation process.
- If the flap is on the short side, it **MUST be sealed**. Our machines cannot seal these flats.
- NO writing, logos, or pictures of any kind should be on the bottom of the envelopes below the zip code line. The optical character reader on the barcode machine reads from the bottom up, so the first words encountered should be the City, State, and Zip Code. Leave plenty of room on the bottom right of the envelope for the barcode to be affixed.
- **The address should be TYPED**; handwritten flats currently are NOT eligible for savings.

Eligible for savings



Eligible for savings

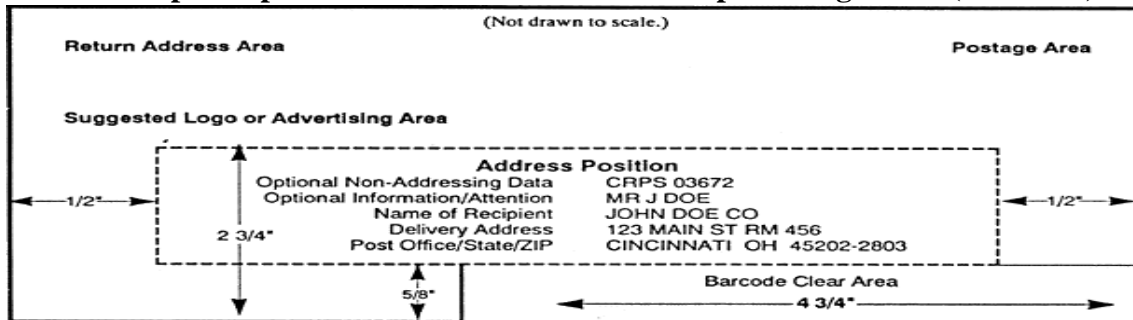


Not Eligible for savings



<Do NOT put flap on left side

If flap is on right side (SEAL IT) >



OCR Readable Type Fonts

Tested and Verified	Similar Styles
Century Light Schoolbook	Century
Elite	
Fritz Quardrata	
Futura Medium	Airport, Alphatura, Contempra, Future, Photura, Sparta, Stylon, Techica, Techno, Tempo, Twentieth Century, Vogue
Helios	Akzidenz-Grotesk Buch
Helios Light	Aristocrat
Helvetica	Claro
Helvetica Light	Europa Grotesk
Helvetica Regular	Geneva
Honeywell H200	
IBM 1403	
IBM 1428	
Koronna Regular	Aquaris, Corona, Crown, Koronna, News No. 3, News No. 5, News No. 6, Nimbus, Royal
Manifold 72	
Megaron Bold	Hamilton
Megaron Medium	Newton
News Gothic	Alpha Gothic
Trade Gothic	Classified Gothic
Newtext Regular Condensed	
OCR-A	
OCR-B	
Optima	Athena, Chelmsford, Musica, October, Omega, Optimist, Orade, Roma, Therme, Zenith
Pica	
Standard Typewriter	
Stymie Medium	Alexandria, Beton, Cairo, Kamak, Memphis, Pyramid, Rockwell
Triumverate	Sonoman Sanserif
Triumverate Bold	Spectra
Triumverate Regular	Vega
Univers	Alphavers
Univers 5	Erterna
Univers Medium	Galaxy, Kosmos, Versatile
Universal	

Fonts that are better recognized by the Optical Character Readers utilized by both the United States Postal Service and our barcode vendor, D3Logic, are 10 to 12 point, non-serif fonts. Avoid using “kerned” fonts and fonts that cause the characters to overlap or touch, such as scripts. Use of these fonts results in a reduction in the read rates and therefore results in a decrease in the State’s postage savings.

Other recommended fonts are:

Mainframe Printer Fonts: Courier, Arial
Word Perfect Fonts: Courier, Courier New, Letter Gothic, Times New Roman
MS Word Fonts: Arial, Bookman, Courier, Univers

SIZE STANDARDS FOR AUTOMATED HANDLING

SIZES AND TYPES

The size of the envelope should properly accommodate the contents.

POSTCARDS

Minimum Size

Length: 5 inches
Height: 3½ inches
Thickness: .007 inches

Maximum Size

Length: 6 inches
Height: 4 ¼ inches
Thickness: .0095 inches

LETTERS

Minimum Size

Length: 5 inches
Height: 3½ inches
Thickness: .007 inches

Maximum Size

Length: 11½ inches
Height: 6 1/8 inches
Thickness: ¼ inch

* note, over-sized postcards are treated as letters.

FLATS (Larger than letter size)

Minimum Size

Length: over 11½ inches or
Height: over 6 1/8 inches or
Thickness: over ¼ inch

Maximum Size

Length: 12 inches
Height: 9 inches
Thickness: ¾ inch

UNUSUAL SHAPES & SIZES

Once a piece of mail exceeds the maximum length, height or thickness of one shape, it automatically gets classified as the next largest shape. In addition, a piece of mail requires more postage when it is a certain shape or size that is difficult to process on mail sorting machines.

THE FOLLOWING USUALLY REQUIRE EXTRA POSTAGE

- ☐ Square Envelopes.
- ☐ Packages larger than 34 inches long, 17 inches wide or 17 inches high.
- ☐ Envelopes on which the address is written parallel to the short side.
- ☐ Packages weighing more than 35 pounds.
- ☐ Books or printed material weighing more than 25 pounds.
- ☐ Tubes and rolls.
- ☐ Items less than 1 oz that do not qualify as post cards or letters.

Helpful United States Postal Service Links

USPS Homepage: <http://www.usps.com>

Custom Tailored Seminars - The USPS, in conjunction with the Central Mail Facility and D3Logic, provides on-site agency specific mail related training. Topics which can be covered include, but are not limited to; mail piece design, addressing for success, mail preparation, state mail issues, etc. These may be developed and scheduled by contacting Thomas O'Donnell, Central Mail Facility Manager at 222-2895.

Customer's Guide to Mailing (26 Pages, .pdf format)
http://www.usps.com/customersguide/_pdf/DMM100.pdf

Addressing Tips - Proper Addressing is the start of effective mail delivery.
<http://www.usps.com/send/preparemailandpackages/labelsandaddressing/usingthecorrectaddress.htm>

Addressing and Packaging your mail
<http://www.usps.com/cpim/ftp/pubs/pub201/yourmail.htm#address>

New Rates and Fees Effective June 30, 2002
http://www.usps.com/ratecase/welcome_print.htm
First Class Rates, Descriptions
<http://www.usps.com/ratecase/first.htm>

All Options for Mailing & Shipping
Everything you want to know about sending your mail.
<http://www.usps.com/send/waystosendmail/senditwithintheus/comparewaystosendwithintheus.htm>

Zip Code Lookup - Address Verifier

If the address is incorrect, this page will tell you, awesome tool.
<http://www.usps.com/zip4/>

Change your address online
<http://www.usps.com/moversguide/>

All Products & Services

Find the product you are looking for quickly & easily
<http://www.usps.com/all/welcome.htm>

Current USPS Postal Rates (Effective July 1, 2002)

Letters, Flats and Sealed Parcels

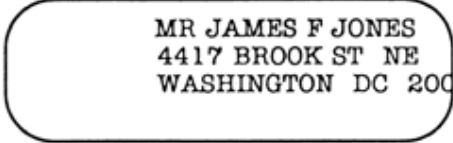
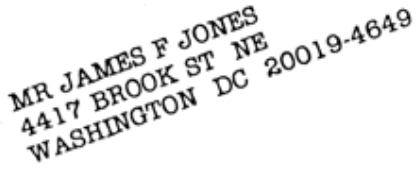
Weight Not Over (ounces)	Non-Automation		Automation								
	Single Piece ²	Pre-Sorted	Letter-Size ⁴					Flat-Size			
			Mixed AADC	AADC	3 Digit	5 Digit	Carrier Route	Mixed AADC	AADC	3 Digit	5 Digit
1	\$0.37 ³	\$0.352 ³	\$0.309	\$0.301	\$0.292	\$0.278	\$0.275	\$0.341	\$0.333	\$0.322	\$0.302
2	0.60	0.577	0.534	0.526	0.517	0.503	0.500	0.566	0.558	0.547	0.527
3 ¹	0.83	0.761	0.718	0.710	0.701	0.687	0.684	0.750	0.742	0.731	0.711
4	1.06	0.986	0.943	0.935	0.926	0.912	0.909	0.975	0.967	0.956	0.936
5	1.29	1.211	—	—	—	—	—	1.200	1.192	1.181	1.161
6	1.52	1.436	—	—	—	—	—	1.425	1.417	1.406	1.386
7	1.75	1.661	—	—	—	—	—	1.650	1.642	1.631	1.611
8	1.98	1.886	—	—	—	—	—	1.875	1.867	1.856	1.836
9	2.21	2.111	—	—	—	—	—	2.100	2.092	2.081	2.061
10	2.44	2.336	—	—	—	—	—	2.325	2.317	2.306	2.286
Postcard Rate ⁵	0.23	0.212	0.194	0.183	0.176	0.170	—	—	—	—	—

Standard Mail

Entry Discount ¹	REGULAR Letter - and Nonletter-Size pieces Weighing 3.3 ounces (0.2063 lb.) or Less						ENHANCED CARRIER ROUTE Letter - and Nonletter-Size pieces Weighing 3.3 ounces (0.2063 lb.) or Less				
	Presorted		Automation				Basic	High Density ³	Saturation ³	Automatic Basic	
	Basic ²	3/5 ²	Mixed AADC	AADC	3 Digit	5 Digit					
Letters 3.3 oz. or Less	None	\$0.268	\$0.248	\$0.219	\$0.212	\$0.203	\$0.190	\$0.194	\$0.164	\$0.152	\$0.171
	DBMC (0.021)	0.247	0.227	0.198	0.191	0.182	0.169	0.173	0.143	0.131	0.150
	DSCF (0.026)	0.242	0.222	—	0.186	0.177	0.164	0.168	0.138	0.126	0.145
	DDU (0.032)	—	—	—	—	—	—	0.162	0.132	0.120	0.139

Non-Profit Mail

	NONPROFIT Letter - and Nonletter-Size pieces Weighing 3.3 ounces (0.2063 lb.) or Less						NONPROFIT ENHANCED CARRIER ROUTE Letter - and Nonletter-Size pieces Weighing 3.3 ounces (0.2063 lb.) or Less				
Entry Discount ¹	Presorted		Automation				Basic	High Density ³	Saturation ³	Automatic Basic	
	Basic ²	3/5 ²	Mixed AADC	AADC	3 Digit	5 Digit					
Letters 3.3 oz. or Less	None	\$0.165	\$0.153	\$0.144	\$0.136	\$0.129	\$0.114	\$0.126	\$0.102	\$0.095	\$0.111
	DBMC (0.021)	0.144	0.132	0.123	0.115	0.108	0.093	0.105	0.081	0.074	0.090
	DSCF (0.026)	0.139	0.127	—	0.110	0.103	0.088	0.100	0.076	0.069	0.085
	DDU (0.032)	—	—	—	—	—	—	0.094	0.070	0.063	0.079

Examples of how NOT to address mail	
1. MR JAMES F JONES 4417 BROOK ST NE WASHINGTON DC 20019-4649 CS INC.	2. 
3. MR JAMES F JONES 4417 BROOK ST NE WASHINGTON DC 20019-4649	4. 

- 1.) There is writing below the City State Zip Code line.
- 2.) The address in the window is drifting to the right, thereby making it impossible for the OCR's to read the address.
- 3.) The characters are touching
- 4.) The address is slanted; thereby making it impossible for the OCR's to read the address.

Sample Addressing Formats

NonAddress Data Line	-----	XXXXXXXXXXXX
Information/Attention Line	-----	MR STANLEY DOE
Receipt Line	-----	LAST NATIONAL BANK
Delivery Address Line	-----	PO BOX 345
Last Line	-----	NEW YORK NY 010630345

Key

MR JAMES F JONES
4417 BROOKS SST NE
WASHINGTON DC 2200194649

Individual

H E BROWN
RR 2 BOX 9
CANTON OH 447309521

Rural Route

LAW DEPARTMENT
US POSTAL SERVICE
475 LENFANT PLAZA SW ROOM 6627
WASHINGTON DC 2200194649

Attention Line

B G LIGHT CO
HC 2 BOX 253A
DULUTH MN 558119702

Highway Contract

ACME INSURANCE CO
CAAREW TOWERS
300 E MAIN ST RM 1121
MEMPHIS TN 38166121

Building

MISS JANICE SMITH
PO BOX 34
DULUTH MN 558030034

Post Office Box

PVT WILLARD J SMITH
COMPANY F
167TH INFANTRY REGT
APO NEW YORK NY 098011087

Military

CRPS 03675
MR S ONEILL PRES
SEAN ONEILL INC
4321 MAPLE ST
OAKTON MD 123456789

NonAddress Data

TWO LETTER STATE ABBREVIATIONS					
Alabama	AL	Kentucky	KY	North Dakota	ND
Alaska	AK	Louisiana	LA	Ohio	OH
Arizona	AZ	Maine	ME	Oklahoma	OK
California	CA	Maryland	MD	Oregon	OR
Colorado	CO	Massachusetts	MA	Pennsylvania	PA
Connecticut	CT	Michigan	MI	Rhode Island	RI
Delaware	DE	Minnesota	MN	South Carolina	SC
District of Columbia	DC	Mississippi	MS	South Dakota	SD
Florida	FL	Missouri	MO	Tennessee	TN
Georgia	GA	Montana	MT	Texas	TX
Hawaii	HI	Nebraska	NE	Utah	UT
Idaho	ID	Nevada	NV	Vermont	VT
Illinois	IL	New Hampshire	NH	Virginia	VA
Indiana	IN	New Jersey	NJ	Washington	WA
Iowa	IA	New Mexico	NM	West Virginia	WV
Kansas	KS	New York	NY	Wisconsin	WI
Arkansas	AR	North Carolina	NC	Wyoming	WY

DIRECTIONAL ABBREVIATIONS		SECONDARY ADDRESS INDICATORS	
North	N	Apartment	APT
East	E	Building	BLDG
South	S	Floor	FL
West	W	Suite	STE
Northeast	NE	Room	RM
Southeast	SE	Department	DEPT
Northwest	NW		
Southwest	SW		

STREET SUFFIX ABBREVIATIONS							
Alley	ALY	Falls	FLS	Manor	MNR	Station	STA
Annex	ANX	Field	FLD	Meadows	MDWS	Summit	SMT
Avenue	AVE	Fort	FT	Mission	MSN	Terrace	TER
Boulevard	BLVD	Gardens	GDNS	Mount	MT	Trailer	TRLR
Bridge	BERG	Grove	GRV	Mountain	MTN	Tunnel	TUNL
Canyon	CYN	Harbor	HBR	Orchard	ORCH	Union	UN
Cape	CPE	Haven	HVN	Parkway	PKY	Valley	VLY
Center	CTR	Heights	HTS	Place	PL	Viaduct	VIA
Circle	CIR	Highway	HWY	Plaza	PLZ	View	VW
Corner	COR	Hill	HL	Point	PT	Village	VLG
Course	CRSE	Island	IS	Rapids	RPDS	Ville	VL
Court	CT	Junction	JCT	River	RIV	Vista	VIS
Dove	CV	Lake	LK	Road	RD	Walk	WALK
Drive	DR	Landing	LNDG	Spring	SPG	Way	WAY
Estates	EST	Lane	LN	Square	SQ	Wells	WLS

CENTRAL MESSAGING CENTER

One Capitol Hill, Providence (Department of Administration)

Supervisor John Lawler 222-3819 or numeric pager 786-4007

The couriers employed by the Central Messaging Center travel to various State Agencies located throughout the State to pickup and deliver inter-office correspondence and also pickup outgoing U.S. Mail for processing. The Central Messaging Center also handles calls for non-scheduled pickups and deliveries on a case-by-case basis. Approximately 4,000 mail items are processed by the Central Messaging Center daily, including the incoming USPS mail for One Capitol Hill.

Three driver routes, one walking route, sorting and delivering incoming mail are handled by the messenger center. Some outgoing U.S. Mail that is not eligible for a rate reduction is processed at One Capitol Hill; couriers deliver all other outgoing U.S. Mail to the Central Mail Facility in Johnston. Because of the time-sensitive nature of most of the mail that is processed by these facilities, processing speed is essential. Delivery routes are detailed on pages 14 & 15.

The Central Messaging Center has a mailing machine and a computer tracking system used for incoming and outgoing certified mail, bar-coded mail and packages, etc. This tracking system has proven to be an invaluable tool to protect the integrity of incoming and outgoing “special delivery” mail.

The hours are 8:00 am – 4:00 pm Monday – Friday.

CENTRAL MAIL FACILITY

1670 Hartford Avenue, Johnston (Computer Center)

Supervisor John Harden 222-2418 or numeric pager 785-5326

All outgoing U.S. Mail received from the Central Messaging Center, the Computer Center, various State Departments, Agencies, Offices and Colleges is processed by the Central Mail Facility. Some of the largest customers include: the many offices in the State House and One Capitol Hill, the State Colleges, the Department of Motor Vehicles, the Division of Taxation, the Department of Labor of Training, the division of Child Support Enforcement, the Treasury Department, the Department of Human Services and the Health Department.

At the Central Mail Facility we are also responsible for proper mail piece design to increase the postal savings to the State. We work with the many Agencies/Departments that we service to design their envelopes. In addition to simply metering mail sent to us from various Departments, we insert and fold many individual jobs. We have three high-speed inserters and six high-speed mail processing machines that are capable of metering varying weights of mail on the fly, a necessity for the various types, classes, weights and sizes of mail that we process.

The Central Mail Facilities employ a Mail Management System (MMS) that is connected to each of the machines located in this facility, as well as the mail machines at One Capitol Hill and at the Disaster Recovery Site in Cranston. The MMS facilitates the monthly accounting for the correct cost allocation to the various Departments/Agencies serviced. The MMS tracks approximately 5,000 accounts. We maintain prepaid postage accounts with the USPS for permit, express, and postage due mail.

We also have a few pilot projects with cities and towns underway to enable them to save money. We presently process the City of Cumberland's quarterly water bills; the Town of Lincoln's tax bills and we serve as a conduit for the City of Cranston's mail so they can take advantage of the exceptional contract with our barcode vendor.

Various Major Highlights:

- Successfully merged the outgoing mailing functions, machinery and personnel of the Department of Labor and Training into the Central Mail Facility in Johnston.
- We process approximately 1,200,000 mail items per month.
- We send approximately 600,000 pieces of mail monthly at a reduced postage rate to the barcode vendor, D3Logic, **resulting in an annual savings of approximately \$400,000**, with the potential for more savings.
- As a result of our efforts to centralize mailing operations to our facility over the last six years, **we have canceled purchase orders** for postage equipment and related service contracts **totaling approximately \$300,000.**
- We have also reduced the size and cost of machines leased/rented by some Departments/Agencies that had "too much machine" for the volume of mail they were processing.

**For optimum service, our hours of operation are:
8:30 am - 5:30 pm Monday – Friday.**

Time-sensitive U.S. mail not prepared for your last messenger pickup can be delivered to the Johnston Mail Facility by 5:00 p.m. and still be processed for delivery to the Post Office that same night. Call us if you need to make special arrangements for any mailing: 222-2418.

APPLICATION FOR CENTRAL MAIL FACILITY ACCOUNT NUMBER

(Billing is taken care of via an electronic A-12-T transfer of funds with paper backup)

Account Name: _____ Central Mail Account # : _____
State Account Number: _____ - _____
Department: _____ Office : _____
Address: _____ Floor/Room # : _____
City: _____ State : R.I. Zip Code : _____ - _____
Contact Name: _____ Supervisor Name : _____
Title: _____ Title : _____
Phone #: _____ - _____ ext. _____ Phone # : _____ - _____ ext. _____
Fax #: _____ - _____ Fax # : _____ - _____
E-Mail Address: _____
Internet Address: _____
Postage Meters: _____
Mailing Machines: _____
Do you use mailing vendors? Yes No
If yes, what do they do?

Why? _____

Signature

Date

***** **Central Mail Facility Use Only** *****
of processing cards needed : _____ # of pickup areas : _____

How mail will be delivered to Central Mail Facility : _____

Circle one : New Account Re-Activation De-Activation
Change State Account Number Only Update Information

Fax # 222-3818 or send via Inter-Departmental Mail to:
Thomas O'Donnell, Manager
Central Mail Facilities, 1670 Hartford Avenue, Johnston

Request for Supplies from Central Mail Facility

Central Mail Facility Account # : _____ Account Name : _____

State Account Number : _____ - _____

Contact Person : _____

Address : _____ Floor : _____ Room : _____

Office : _____ Telephone # : _____

Place an X next to the supply/supplies that you are requesting.

S u p p l y

_____ 1 P.O. Box Application and the servicing of the P.O. Box

_____ 10 Express Mail Forms

_____ 10 Express Mail Envelopes

_____ 10 Express Mail Packs (circle one)

(12 1/4" by 15 1/2 " by 3", 6" by 38" tube)

_____ 10 Priority Mail Labels

_____ 10 Priority Mail Envelopes

_____ 10 Priority Mail Packs (circle one)

(small video boxes 8 5/8" by 5 3/8" by 1 5/8", large video boxes 9 1/4" by 6 1/4" by 2", 6" by 38" tube,
shirt size box 11 1/4" by 14" by 2 1/4", large box 12 1/4" by 15 1/2" by 3")

_____ 1 Firm Mail book (To log Certified and Registered Mail)

_____ 20 Certified and Registered Labels and Forms

_____ 20 Return Receipts

_____ 10 Account Charge back Cards (From Central Messenger Service)

_____ 20 Inter-Departmental/Inter-Office Envelopes

(From Central Messenger Service)

_____ 100 U.S. Postage First Class Stamps

_____ Any other service or product U.S. Post Office has available

What is it ? _____ Quantity requested _____

Signature

Date

Fax # 222-3818 or send via Inter-Departmental Mail to:
John Harden, Supervisor, Central Mail Facilities, 1670 Hartford Avenue,
Johnston also available online at <http://cmf.olis.ri.gov/supplies.htm>

Request for Interdepartmental Labels

A summarized inter-departmental list is on pages 14-16 of this guide.

If you are in need of labels to facilitate addressing your interdepartmental envelopes than utilize this request form and we will create labels for you. You can even create labels for a particular address, and than simply write in the name of the person you are sending the letter to. For example, you could simply have us create labels that said:

One Capitol Hill, Providence
Department of Administration

This way you would have labels pre-printed and ready to go. If you send a lot of letters to a specific person, than add their name as well to the request. You make it either general or specific and we will create them.

LABELS TO BE ADDRESSED TO:

Their Address : _____
Their Department : _____
Their Office-Floor#-Room# : _____
Their Name : _____

You MUST complete EACH item below or your request is invalid

Your Address : _____
Your Department : _____
Your Office-Floor #-Room # : _____
Your Name : _____
Your Telephone # : _____

Fax: 222-3818 or send via Interdepartmental Mail to:

Thomas O'Donnell, Manager
Central Mail Facilities
1670 Hartford Avenue
Johnston RI 02919

Or available online at: <http://cmf.olis.ri.gov/supplies.htm>

Request for bid to provide the State of Rhode Island with presorting and barcoding on letter and flat size First-class, standard class and non-profit mail.

OVERVIEW:

Vendor must provide the State of Rhode Island with a delivery point barcode on (1) one to (3) three ounce letter size mail (first-class, standard and non-profit) and up to (13) thirteen ounces for first-class flats and up to (15) fifteen ounces for standard and non-profit class flats originating from the State Central Mail Facility (CMF) located at 1670 Hartford Avenue, Johnston, R.I. (and/or another State agency or facility) at the automated 5-digit or 3-digit barcode rate. Vendor is responsible for delivery to and acceptance of this mail by the **U.S. Postal Service** as long as the mail is deposited into a U.S. Postal Service Facility which has an overnight delivery service standard to the Rhode Island area (zip codes 027, 028 and 029) for first-class mail.

Highlights of the B I D S P E C I F I C A T I O N S

1.) Daily Pickup Agreement:

Vendor must provide a minimum of (2) two regularly scheduled pickups per day at the CMF (and/or any other designated State facility). The first pickup should be around 12:00 p.m. **and the last pickup will be 5:00 p.m.** Vendor should also try to pick up mail mid-day to avoid a large amount of mail at the 5:00 p.m. pickup.

4.) All machine readable first-class letter size and flat size metered mail received by the vendor as part of the daily pickup agreement specified in #1 above must be barcode sorted AND accepted as next day mail by the U.S. Postal Service the same date in which the vendor received the mail.

5.) All hand written first-class metered mail, all standard-class metered mail and all nonprofit-class metered mail received by the vendor vendor as part of the daily pickup agreement specified in #1 above must be barcode sorted and accepted by the U.S. Postal Service (as previously defined) the following business day in which the vendor received the mail.

6.) All machine readable permit indicia mail received by the vendor as part of the daily pickup agreement specified in #1 above must be barcode sorted and accepted as next day mail by the U.S. Postal Service's Providence Business Mail Entry Unit (during their normal hours of operation) the following business day in which the vendor received the mail.

10.) Vendor must provide certification of Multiline Accuracy Support System (MASS)-certified and/or Coding Accuracy Support System (CASS)-certified equipment as per U.S. Postal Service requirements.

14.) Vendor must provide reject repair and processing of rejected mail on the next business day that the mail was received, still at the agreed upon prices.

ALL CHECKS ARE TO GO OUT SAME DAY, NO DELAYS.

CHECKS WILL BE CLEARLY IDENTIFIED.

15.) Vendor must have Fast Forward or a similar alternative to satisfy the move update requirement of the U.S. Postal Service. More than 90% of the State's mail will utilize this, less than 10% will have an address endorsement.

16.) Vendor must have **three years** experience as a U.S. Postal Service approved barcode vendor, must have at least (2) two letter barcode sorters and must have the ability to barcode flats.

17.) Vendor must produce a contingency plan to ensure the continued timely processing of the State's mail in the event that you cannot meet the requirements of this bid due to **ANY** reason.

18.) Vendor must **NOT** redate **ANY** mail without the approval of the CMF manager or supervisor.

20.) Vendor must return all true rejects to the CMF supervisor by 5:00 p.m. the following business day from **the metered date that the CMF affixed on the mail piece.**

32.) No State of Rhode Island mail will have any words/characters sprayed or otherwise affixed to the State's mail without the PRIOR approval of the CMF manager.

Thomas M. O'Donnell & Stephen Beauchemin of the Office of Library and Information Services prepared this User Guide.

A special thanks for their assistance and valued input to our fearless leader, **Howard Boksenbaum**, Assistant Director for Central Computing and to our account representative from the United States Postal Service, **Paul Felber**. We also thank Paul for his assistance in acquiring the two templates, one rate chart and one zip code booklet that accompany this user guide. They will be invaluable tools when preparing your mail, especially while preparing your mail to obtain automation discounts. An extra special thanks to **Rene H. Perreault**, Assistant Director of Office Services at Rhode Island College for his assistance in the printing of this user guide.

Rhode Island Zip Code List ----- By City

* Denotes multiple Zip Codes within city/town, use the: Zip Code Lookup/Address Verifier from the USPS or the zip code booklet enclosed with this guide.

USPS zip code verifier: <http://www.usps.com/zip4/> Type in the address and it will tell you the correct zip code. This page also notifies you of incorrect and bad addresses.

City	Zip Code	City	Zip Code
Adamsville	02801	Manville	02838
Albion	02802	Mapleville	02839
Ashaway	02804	Middletown	02842
Barrington	02806	Narragansett	02882
Block Island	02807	Newport	02840
Bradford	02808	North Kingstown	02852
Bristol	02809	North Providence	*
Carolina	02812	North Scituate	02857
Central Falls	02863	North Smithfield	02896
Charlestown	02813	Oakland	02858
Chepachet	02814	Pascoag	02859
Clayville	02815	Pawtucket	*
Coventry	02816	Peace Dale	02883
Cranston	*	Portsmouth	02871
Cumberland	02864	Providence	*
East Greenwich	02818	Prudence Island	02872
East Providence	*	Richmond	02812
Exeter	02822	Riverside	02915
Fiskeville	02823	Rockville	02873
Foxdale	02824	Rumford	02916
Foster	02825	Saunderstown	02874
Glendale	02826	Shannock	02875
Greene	02827	Slatersville	02876
Greenville	02828	Slocum	02877
Harmony	02829	Smithfield	02917
Harrisville	02830	Tiverton	02878
Hope	02831	Wakefield	02879
Hope Valley	02832	Warren	02885
Hopkinton	02833	Warwick	*
Jamestown	02835	Westerly	02891
Johnston	02919	West Greenwich	02817
Kenyon	02836	West Kingston	02892
Kingston	02881	West Warwick	02893
Lincoln	02865	Wood River Junction	02894
Little Compton	02837	Woonsocket	02895
		Wyoming	02898